RAJYA SABHA

onday, the 3rd December, 2001/12 Agrahayana, 1923 (Saka)

House met at eleven of the clock, **Mr. Chairman** *in the Chair.*

ORAL ANSWERS TO QUESTIONS

The questioner (Shri Santosh Bagrodia) was absent for answer *vide infra.*]

The questioner (Dr. Dasari Narayana Rao) was absent for answer *vide infra.*]

Work Culture of CPWD

SHRI RAMACHANDRA KHUNTIA: Will the MINISTER OF URBAN OPMENT AND POVERTY ALLEVIATION be pleased to state:

whether Government's attention has been drawn to the news-item "A case of shocking apathy", which appeared in the Hindu, (Delhi), 30th September, 2001;

so, the details in this regard;

e action taken against the guilty officers of CPWD; and

e fresh steps taken/proposed to be taken by Government to improve culture of CPWD?

MINISTER OF URBAN DEVELOPMENT AND POVERTY ATION (SHRI ANANTH KUMAR): (a) to (d) A Statement is laid on the abha.

(d) An enquiry conducted in the matter revealed that there was a etween the allottee of Quarter No. D-681, Netaji Nagar, New Delhi and orkers of the contractor engaged by the CPWD on 31st July, 2001, g which the labour left the Quarter without completing the work g to electrical rewiring. This complaint was brought to the notice of

CPWD on 7th August, 2001 and an Assistance Engineer visited the premises on the same date and got the electricity restored. The allottee, in his statement before the Enquiry Officer, has confirmed that he has no complaint against the CPWD staff, who were helpful and cooperative and it was the contractor's workers who were abusive. As there is no lapse on the part of CPWD Officers, no action against them is warranted. However, the workers of the contractor involved in the quarrel with the allottee were removed from work by the contractor.

The Officers and workers of CPWD are constantly being oriented and trained to further improve their inter-personal relations with the allottees. An Interactive voice Response System has also recently been introduced in two service centres in Delhi.

SHRI RAMACHANDRA KHUNTIA: Hon. Chairman, Sir, this is a very important question which relates to the maintenance of CPWD quarters, which includes quarters of all dignitaries, bureaucrats, Government employees, etc. Sir, the question relates to a news item which appeared in "The Hindu." But the hon. Minister has given a general reply. Sir, what has been said is that that was a mistake on the part of the contract labour. So, much importance has not been given to the incident, and the contractor has just axed the contract labour involved in the incident. Sir, the question here is not whether the CPWD quarters will be repaired by the contractor or by the CPWD. That is a different thing. But the question here is one of maintenance of the CPWD quarters which is the responsibility of the CPWD. Sir, it has been seen that the maintenance of the CPWD quarters in Delhi is very poor, irrespective of the fact whether it is a quarter of a Member of Parliament or of a bureaucrat or of a Government employee. The first point is, the complaints are not being attended to at all.

The second point, is, whether the contractor conducts any inquiry before engaging the contract labour, which has been sent to the quarter for attending to the complaint, with regard to his identity, etc. I would like to know whether the Government has got any information as to whom the contractor is engaging as contract labour. Sometimes, there is a complaint that the contract labour which is sent to attend to the complaint is involved in theft cases or in certain serious cases. May be, they are involved in such cases. So, I would like to know whether there are any particular guidelines which the contractor has to follow while employing labour. The contractor has to enquire about the Contract labour in order to avoid the unwarranted incidents.

My third point is related to CPWD itself. I would like to know whether the CPWD has got any particular statistics as to how many Governments quarters

in Delhi are in a bad shape and in a dilapidated condition, *i.e.,* are not in a habitable condition. Although there are a lot of complaints, the CPWD is not taking appropriate action.

SHRI ANANTH KUMAR: Sir, regarding the point relating to grievances, there is a mechanism. It is a three-fold mechanism. One is, we have got 103 centres in Delhi, which service the grievances of the occupants. Each service centre is being manned by a junior engineer, and Sir, in important places, where the houses are larger in number, even an Assistant Engineer is available.

Secondly, Sir, about 15 days back, we have launched a system called IVRS, *i.e.,* Interactive Voice Response System in two of the centres so that the grievances, the complaints, could be monitored on a real-time basis. Thirdly, in Ghaziabad, we have got an institution to give refresher courses, especially, in inter-personal relationship as well as in client satisfaction. Sir, it is an on-going process; that also is being done. Now, Sir, there are three types of complaints. One is, essential types of complaints like water connection, electricity, etc. which will be attended to in less than 24 hours. The second one is the routine type of complaints, like tower bolts, flooring, which need three days' time. The third ones—I don't call them as complaints—are known as requests for additions and alterations. They are processed in a week or fifteen days' time. There is a mechanism for these. But, having said this, I do not say that everything is hunky-dory. We need to improve our services. There is a lot of scope for improvement.

In the aforesaid case, the CPWD does all its maintenance work through the contracting agencies. As soon as the incident took place, the three workers, who were on contract, were removed by the contractor. It is very difficult to trace them out since we do not know where they have gone. But, Sir, even the occupants, the house-owner, has given a statement stating that the CPWD Junior Engineer, Assistant Engineer, Executive Engineer were very cooperative and they have behaved very well.

SHRI RAMACHANDRA KHUNTIA: Sir, if the hon. Minister says that these are properly maintained, I would like to know the number of complaints that have been received by the CPWD during the month of November, and how many complaints have been attended to.

Sir, the point made by me has not been answered by the hon. Minister. Sir, it is not a question of a single worker. It is a question of attitude of the CPWD for the maintenance of quarters and their attending to complaints. It is not a question of contract labour. It is a question of lakhs and lakhs of workers, officers,

including MPs, MLAs, dignitaries etc. living in a city like Delhi where there is a repeated threat of earthquake. If these accommodations are not maintained properly and the construction work is not done properly, it is a threat to their life. Even last Tuesday there was an earthquake measuring 5.3 on the richter scale. Sir, I had put a question and it has not been answered by the hon. Minister. I would like to know how many Government quarters in Delhi are not in a very good and habitable condition and whether the Government has decided to demolish them and replace them by new construction. What steps is the Government taking to repair the quarters and attend to the complaints?

SHRI ANANTH KUMAR: Sir, in Delhi we receive around 30,000 complaints. On an average they come to 2.5 thousand complaints per month. Complaints are greater in number during the Monsoon and hot-summer seasons. Last month's figures I will supply to the hon. Member.

We would definitely conduct a survey about all our accommodations to find out how many are in dilapidated condition and are not fit for habitation. Sir, there is a Budget of Rs. 500 crores for the maintenance of the CPWD quarters and offices. It is a huge task. Of course, it should be conducted professionally. The CPWD is doing its best, but there is a scope improvement. I solicit the suggestions of the hon. Members.

DR. RAJA RAMANNA: Sir, many of the problems of keeping the Government houses in quality conditions are because repairs are started and stopped midway and are never, completed I can give you scores of cases where they have come to start the work with all the things, maybe even for whitewashing but in the processes have destroyed many other things and nothing is done to repair them for years. So, the buildings look incomplete and dirty as ever. Of course, for senior Officers this is done very fast, but for a large number of houses, they are done very carelessly and there is no proper maintenance. They finally say the work has been done. If you look at the notebook, it is recorded as work completed, whereas actually it has not been completed. I request the Minister to look into the "Work-completed Register" as to whether the work has been completed at all.

SHRI ANANTH KUMAR: Mr. Chairman, Sir, I appreciate the point raised by the hon. Member. I am ready to constitute a review committee for looking into the working of the CPWD as a whole, about its professionalism and its record in clientele satisfaction. It will be done very soon. In this connection, I solicit valuable suggestions from the Members of this House so that we can implement

them. We need structural overhauling of the CPWD, to make it more professional, more responsive. We are open to suggestions.

DR. ALLADI P. RAJKUMAR: Mr. Chairman, Sir, I am thankful to the Prime Minister and to the Minister of Urban Development for coming to Hyderabad, yesterday, and sanctioning 50,000 houses to the State of Andhra Pradesh. In this connection, I would like to know from the Minister whether he has received any complaints from the beneficiaries, the weaker sections for whom these houses are being constructed, that there are no infrastructure facilities available around the housing project. Most of the houses which have been constructed are either on the outskirts of the towns or villages. The allottees have not occupied these houses so far because the basic amenities have not been provided. So, Mr. Chairman, Sir, through you, I request the hon. Minister to ensure providing basic amenities like roads, drainage system, drinking water facilities and street lighting. Unless these basic facilities are provided, people belonging to the weaker sections will not go and occupy those houses. The hon. Minister has just now informed the House that he is going to constitute a review committee for making the CPWD a professional organisation. Now, will the Minister consider providing basic infrastructure facilities before taking up housing projects for the weaker sections? Our colleague, Dr. Dasari Narayana Rao, is not here. His question, Question No. 182, specifically pertains to the development of towns in Andhra Pradesh.

SHRI ANANTH KUMAR: Mr. Chairman, Sir, there are 3,30,00,000 families who are shelterless. Three years back, the NDA Government under the leadership of Shri Atal Behari Vajpayeeji, took up this scheme for the first time in the urban areas. We are going ahead with the construction of the houses for the poor and weaker sections of the society and slum dwellers. Indeed, it is a gigantic task. In the last three years, about 36,00000 houses have been constructed. For this purpose, land is being provided by the State Government. It is a scheme under which land and civic amenities are provided by the respective State Governments; and the grant and loan component will be provided by the Union Government. I am glad to inform the house that in various States, the scheme has taken off, especially, the Valmiki-Ambedkar Awas Yojana. They are doing very well. Mr. Chairman, Sir, through you, I would request the hon. Members of this House to take up with their State Governments the question of providing land, roads and civic amenities under this scheme for the urban poor and slum dwellers forthwith. If the Government of Karnataka, the Government of Madhya Pradesh and other State Governments come forward with a proposal, we can give Rs. 40,000-

Rs. 60,000 as grant, that is, 50 per cent in the form of grant and 50 per cent loan from HUDCO. But they have to provide all the infrastructure facilities so that there could be matching grant from the Central Government.

DR. ALLADI P. RAJKUMAR: Sir, the Minister should ensure providing of infrastructure facilities either by the State Government or by the Central Government, before sanctioning a loan.

Your colleague, Shri Bandaru Dattatraya, who hails from Hyderabad city knows about it better than anybody else. Both of us visited many slum areas, where there are still unfinished houses. If you verify it from your colleague, you will know the actual facts.

SHRI ANANTH KUMAR: The scheme comes into operation only when State Governments come out with a DPR, with a proposal, with all the requisite plan, lay-out plan and service plan. Without a lay-out plan or a service plan, the scheme cannot be implemented for the development of a locality. Secondly, the State Government also gives us a guarantee for the loan, and it also gives us a guarantee. "We are providing all these titles to the squatters in the slum areas."

DR. Y. LAKSHMI PRASAD: Sir, the hon. Minister can inform the House as to which State Governments are not coming forth.

SHRI ANANTH KUMAR: Sir, the supplementary does not relate to the main question. Despite that, I am answering this question. (*Interruptions*). I hope, hon. Dr. Alladi Rajkumargaru is not complaining about the Andhra Pradesh Government. (*Interruptions*).

MR. CHAIRMAN: Miss Mabel Rebello.

MISS MABEL REBELLO: Sir, the maintenance of lifts in Delhi, specially where we are staying, is given to private contractors. The private contractor engages contract labour and he is making them work for 12 hours and pays them Rs. 2000/- each whereas the CPWD, I am told by reliable sources, pays Rs. 5000/- each in respect of these liftmen. Actually, for 12 hours, the contractor gets Rs. 7,500/- per liftman whereas he pays the liftman only Rs. 2000/-. Thus, there is terrible exploitation; and because of that, these liftmen are never available in the lifts and we cannot even pull them up. What does the hon. Minister intend to do in this regard? There is so much of exploitation in this sector.

SHRI ANANTH KUMAR: Sir, I request the hon. Member to give me a complaint so that I can take immediate action on it.

MISS MABEL REBELLO: Sir, why should I give a complaint in writing? I am saying it here in Parliament. You can take cognizance of that and act on it.

SHRI ANANTH KUMAR: Sir, I will go to her and take the complaint and look into the matter. (*Interruption*). What else can I do, Sir? Ultimately, maintenance of CPWD quarters, including the Lutyen's Zone in Delhi, is an ongoing process. It is a huge process. I do not think that the problems have arisen just yesterday. (*Interruptions*).

MISS MABEL REBELLO: Because of that, you allow exploitation of labour and allow the contractors to make money, hand-in-glove with the engineers!

SHRI ANANTH KUMAR: We are not here to support any type of exploitation...(*Interruptions*).

MISS MABEL REBELLO: Your engineers are hand-in-glove with the contractors.

SHRI ANANTH KUMAR: Nobody is hand-in-glove...*(Interruption).*

MISS MABEL REBELLO: Definitely, they are hand-in-glove.

SHRI ANANTH KUMAR: Sir, if somebody is hand-in-glove, an inquiry will be conducted and there will be the due process of law against the erring person. The point is, it is an ongoing process and we are here to see that the problems are solved.

SHRI SHANKAR ROY CHOWDHURY: Mr. Chairman, Sir, in connection with the question which is being discussed, the issue had come up off the Balmiki Awas Yojana which the Minister referred to. He may not have the figures available with him right now. But may I request him to let me have the figures available in respect of the city of Calcutta where the Government of West Bengal has launched the Slum Improvement Scheme? Thank you.

SHRI ANANTH KUMAR: Sir, I have got the all-India figures. We require 1,67,00,000 houses to be constructed in the next 10 years. I do not have the exact numbers in respect of the city of Calcutta, which I will be providing to the hon. Member.

कुमारी फ्रिडा टोपनो: थैंक यू सर। सर, हमारे नोटिस में आया है कि बंगलों में सिवरेज सिस्टम बहुत ही खराब है। वाटर लागिंग इत्यादि होने और सिवरेज सिस्टम खराब होने के कारण वहां नालियों से कीड़े भी निकलते हैं। मैंने इस बारे में बार-बार कंप्लेट की है लेकिन उसको कोई नहीं सुनता। एक्जीक्यूटिव वाले ही नहीं, जिन काम करने वालों को फोन से बुलाते हैं, वे भी रिपेयर नहीं करते हैं। रिपेयर के टाइम जो भी डिफेक्ट्स प्वाइंट आउट करते हैं, कान्ट्रेक्टर उनको रिमूव नहीं करते हैं। कितने ही महीने बीत जाने के बाद भी रिपेयर नहीं होती, डिफेक्ट्स रिमूव नहीं होता और उसका पेमेंट हो जाता है। इसलिए आपको वहां के सिवरेज सिस्टम को देखना चाहिए। मैं जानना चाहती हूं कि गवर्नमेंट इसके ऊपर क्या कार्यवाही करेगी? क्या मंत्री जी यह बतलायेंगे कि कितनी जल्दी इसकी रिपेयर हो जाएगी?

श्री अनन्त कुमार: सर, मैं जवाब दे चुका हूं कि इसेंशियल कामकाज के लिए 24 घंटे में हम कार्यवाही करेंगे, जो रूटीन मामले हैं, उनमें हम तीन दिन में करेंगे और बाकी जो अडीशंस और आल्ट्रेशंस हैं, उनके बारे में एक हफ्ते से 15 दिनों में कार्यवाही करेंगे। जो सिवरेज के बारे में माननीया सदस्या ने बताया है, उसके बारे में मैं उचित कार्यवाही करूंगा।

विचारणाधीन कैदियों के लिए विशेष अदालतों द्वारा सुनवाई

*184. **डा. ए.के. पटेल:** क्या विधि, न्याय और कंपनी कार्य मंत्री यह बताने की कृपा करेंगे कि:

(क) माननीय उच्चतम न्यायालय द्वारा जेलों में विशेष अदालतें लगाने के आदेश के बाद अक्तूबर, 2001 तक कितने विचारणाधीन कैदियों की सुनवाई हुई है;

(ख) तत्सम्बन्धी राज्य-वार ब्यौरा क्या है; और

(ग) क्या सरकार इस दिशा में अधिक प्रयास करने का विचार रखती है?

विधि, न्याय और कंपनी कार्य मंत्री (श्री अरुण जेटली): (क) से (ग) एक विवरण सदन के पटल पर रख दिया गया है।

विवरण

(क) और (ख) भारत के माननीय मुख्य न्यायमूर्ति ने, प्रशासनिक पक्ष में, सभी उच्च न्यायालयों के मुख्य न्यायमूर्तियों को तारीख 29 नवंबर, 1999 को पत्र लिखकर यह सुझाव दिया था कि उस क्षेत्र का, जिसमें कोई जिला जेल आती है, प्रत्येक मुख्य मेट्रोपोलिटन मजिस्ट्रेट या मुख्य न्यायिक मजिस्ट्रेट, उन विचारणाधीन कैदियों के, जो छोटे-मोटे अपराधों में संलिप्त हैं, मामलों पर कार्रवाई करने के लिए मास में एक या दो बार जेल में अपने न्यायालय आयोजित कर सकता है। इसके अनुपालन में, देश में अधीनस्थ न्यायालयों में 10,286 मामले निपटाए गए उपलब्ध जानकारी के अनुसार निपटाए गए मामलों के राज्य और संघ राज्य क्षेत्रवार ब्यौरे विवरण-I में दिए गए हैं (नीचे देखिये)।

जेलों में विशेष न्यायालयों से संबंधित मामलों को उच्चतम न्यायालय की रजिस्ट्री द्वारा सम्यक रूप से मानीटर और उसका अनुवर्तन किया जा रहा है।

(ग) सरकार और न्यायपालिका, दोनों ही लंबित मामलों, विशेष रूप से विचारणाधीन कैदियों के मामलों के बारे में चिंतित हैं। इसको ध्यान में रखते हुए केंद्रीय सरकार ने ग्यारहवें वित्त आयोग की सिफारिश के आधार पर 1734 त्वरित निपटान न्यायालयों की स्थापना करने की एक स्कीम को मंजूरी प्रदान की है। ये त्वरित निपटान न्यायालय विचाराधीन कैदियों के लंबे समय से लंबित सेशन मामलों और अन्य मामलों को पूर्विकता पर निपटा रहे हैं।